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Cynthia D. Banks
Director

Otto Solorzano
Chief Deputy

September 11, 2012

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From:


Cynthia D. Banks, Director

**Subject: REQUEST TO AMEND EXISTING INFORMATION TECHNOLOGY
SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER
NO. 7C-2292**

This is to advise you of my intent to request the Internal Services Department (ISD) to amend ITSSMA Work Order 7C-2292 (Work Order), with West Advanced Technologies, Inc. (WATI), to extend the agreement term through September 30, 2013, and to increase the total maximum dollar amount by \$150,000 from \$449,999 to \$599,999. In accordance with ITSSMA guidelines, prior notice to the Board is required to increase the total maximum amount of a Work Order that exceeds \$300,000.

Last year, on September 15, 2011, I advised you of my intent to amend this Work Order to extend the term by one year and increase the total maximum amount by \$150,000. I indicated that the extension was for one year and that no additional extensions or monies would be added to the Work Order. That statement was made based on the Department's plan to contract for these professional services, given the limited information technology resources within the Department.

While the Department worked with County Counsel on the Request for Proposal, it was determined that contracting for these services was not the best long-term solution and that CSS would be better served by adding permanent positions to its Budget, which could provide the technical skills needed to support the Department's hardware, software applications, servers, and operating systems for the long-term.

Therefore, I am working with the CIO and the CEO to add appropriate Information Technology positions in the FY 13-14 Budget. Until County staff with the requisite skill and experience levels required to support our technology initiatives are hired, maintaining the essential expertise through consulting services represents the best option to support CSS' technology needs. Assuming the needed items are added to our FY 13-14 Budget,

this final amendment adds a one-year extension and \$150,000 to the maximum dollar amount.

Understanding that ITSSMA is intended for short-term projects and that this Work Order has been in effect since 2009, I have asked my staff to develop a transition plan to exit from these ITSSMA services as of September 30, 2013.

CONSULTANT SERVICES PROVIDED

WATI currently provides consulting and programming services which are delivered under the direction of my Chief Deputy who oversees all major technology initiatives within the Department.

CSS delivers a variety of social service programs through a vast network of contract agencies. The Department executes approximately 500+ contracts/amendments for about 100 agencies annually. The success of those programs depends on the Department's ability to quickly get the needed funding into the community. To achieve this, WATI has assisted the Department in automating/streamlining its contracting process with the development of our Contract Management System (CMS).

In addition to supplementing the core information technology support for the Department's internal systems, including the day-to-day operation of all financial, contracting, and data systems, the following services will be supplied through this Work Order:

- Provide support and resource optimization for application server hardware, Linux operating systems and middleware with customizations specific to CSS Internal Applications.
- Support Oracle database instances within CSS along with the complex, application specific data schemas. This includes the planned deployment of a production support environment for the CSS business application team.
- Support inbound and outbound data movement.
- Continue with the publication of written procedures for maintaining all aspects of CSS application infrastructure.
- Assess infrastructure capacity thresholds as production activity continues.
- Provide system requirement and integration recommendations to CSS Management based upon system utilization statistics.

JUSTIFICATION

Amendment of this Work Order is needed to continue highly skilled support for CSS, which is critical to the Department's delivery of services. CSS has become fully integrated with state-of-the-art technology to achieve its stated Strategic Goals. CSS has

implemented several departmental systems that are critical to current operations, and WATI has designed, configured, and integrated each of the core systems specific to the business requirements of CSS.

Until County staff with the requisite skill and experience levels required to support our technology initiatives are hired, maintaining the essential expertise through consulting services represents the best option to support CSS' systems and technology initiatives. The Consultant's hourly rate for this time and material Work Order will remain the same through the extended term of the Work Order. There are sufficient funds in the Department's budget for this Work Order.

CONTRACTING PROCESS

The Work Order was executed under the competitive ITSSMA bidding process on December 29, 2009. Subsequent Work Order amendments were executed to extend the agreement term and to increase the agreement sum to continue the implementation and completion of Application Support. The current Work Order Amendment No. 4 is due to expire on September 30, 2012, and the requested term extension and additional funding will allow CSS to maintain the essential expertise to enhance and support CSS' hardware, software applications, servers and operating systems.

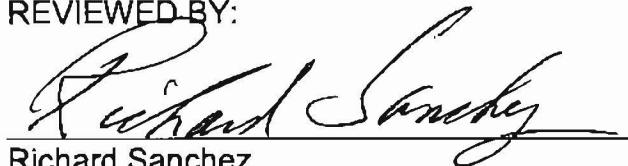
In accordance with ITSSMA policies and procedures, I am informing your Board of my intention to amend the term of this Work Order and the maximum dollar amount. If no objection is received from your Board within ten (10) working days from the date of this notification, we will ask ISD to proceed with this Work Order.

If you have any questions or need additional information, please let me know.

CDB:cd

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department

REVIEWED BY:



Richard Sanchez
Chief Information Officer

9-11-12

Date